Amendments to the Claims

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. **(Currently Amended)** A method of providing automated reservations comprising the steps of: interacting with a ~~user~~ plurality of users including a first user and a second user via an automated interactive voice response system; authenticating said first user utilizing one or more forms of identification data provided by said first user to said automated interactive voice response system to access an awards account; acquiring itinerary data from said first user; querying an itinerary database with said itinerary data and receiving a plurality of itineraries; providing to said first user a plurality of itineraries; allowing said first user to select an itinerary from said plurality of itineraries; querying an awards database and determining if said first user has sufficient awards in said awards account for said selected itinerary; ~~and~~ acquiring payment information from said first user for said selected itinerary; [[.]] acquiring baggage data from said second user; and querying a baggage database for stored baggage information related to said baggage data.

2. **(Previously presented)** A method of providing automated reservations according to claim 1, further including the step of: confirming said selected itinerary.

3. **(Previously presented)** A method of providing automated reservations according to claim 1, further including the steps of: placing said selected itinerary on hold; and

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providing said user a reference number indicative of said itinerary.

4. **(Previously presented)**   A method of providing automated reservations according to claim 1 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

5. **(Previously presented)**   A method of providing automated reservations according to claim 1, further including the step of: assigning seats to said user for said selected itinerary.

6. **(Previously presented)**   A method of providing automated reservations according to claim 1, wherein said user is transferred to an operator upon request.

7. **(Previously presented)**   A method of providing automated reservations according to claim 1, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

8. **(Previously presented)**   A method of providing automated reservations according to claim 1, wherein said identification data is biometric data.

9. **(Previously presented)**   A method of providing automated reservations according to claim 8, wherein said identification data is voice data.

10. **(Previously presented)**   A method of providing automated reservations according to claim 1, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

11. **(Previously presented)**   A method of providing automated reservations according to claim 1, wherein said awards database is a look-up table.

12. **(Currently Amended)**   A method of providing automated reservations comprising the steps of:

indent interacting with a ~~user~~ plurality of users including a first user and a second user via an automated interactive voice response system;

indent authenticating ~~a user~~ said first user utilizing one or more forms of identification data provided by said first user to said automated interactive voice response system;

indent utilizing said identification data to access an awards account;

indent acquiring itinerary data from said first user;

indent querying an itinerary database with said itinerary data;

indent providing to said first user one or more itineraries;

indent prompting said first user to select an itinerary from said plurality of itineraries;

indent querying an awards database ~~to determine~~ and determining if said first user has sufficient awards in said awards account for said selected itinerary; ~~and~~

indent prompting said first user to ticket or hold said selected itinerary: [[.]]

prompting said second user to enter baggage data;

acquiring baggage data from said second user; and

querying a baggage database with said baggage data for information in said

baggage database.

13. **(Previously presented)** A method of providing automated reservations according to claim 12, further including the step of: confirming said selected itinerary.

14. **(Previously presented)** A method of providing automated reservations according to claim 12, further including the steps of: placing said selected itinerary on hold; and providing said user a reference number indicative of said itinerary.

15. **(Currently Amended)** A method of providing automated reservations according to claim 12 wherein said user interacts with said automated interactive voice response system ~~system~~ utilizing vocal responses.

16. **(Previously presented)** A method of providing automated reservations according to claim 12, further including the step of: assigning seats to said user for said selected itinerary.

17. **(Previously presented)** A method of providing automated reservations according to claim 12, wherein said user is transferred to an operator upon request.

18. **(Previously presented)** A method of providing automated reservations according to claim 12, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

19. **(Previously presented)** A method of providing automated reservations according to claim 12, wherein said identification data is biometric data.

20. **(Previously presented)** A method of providing automated reservations according to claim 19, wherein said identification data is voice data.

21. **(Previously presented)** A method of providing automated reservations according to claim 12, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

22. **(Previously presented)** A method of providing automated reservations according to claim 12, wherein said awards database is a look-up table.

23. **(New)** An interactive voice response telephone system, comprising:

    (a) one or more databases, together comprising:

        (i) identification data for one or more users of said interactive voice response telephone system;

(ii) awards account information for a first user of said one or more users;

(iii) itinerary information;

(iv) payment processing information; and

(v) baggage information;

(b) a telephone interface configured to:

(i) authenticate said first user utilizing one or more forms of identification data provided by said first user to said interactive voice response telephone system;

(ii) acquire itinerary data from said first user;

(iii) query said one or more databases with said itinerary data;

(iv) provide said first user with one or more itineraries from said one or more databases; and

(v) query said one or more databases to determine if said first user has sufficient awards in an awards account for an itinerary selected by said user;

(vi) receive a baggage inquiry from a second user of said one or more users; and

(vii) query said one or more databases for baggage information related to said baggage inquiry from said second user.